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Examiner: Michael Pender

Protest under 37 CFR 1.291

## Exhibit E

Management Contribution Summary from Andersen Consulting, documenting the contribution of Michael Smialek to Andersen Consulting programs and initiatives for the employment period September 1995 – August 1996.

Name: _Michael R Smialek____

Office: _283 / 95_____

Group: __ETS / KT_____

Check one: ____Analyst _X_ Consultant

Date Promoted ___03/95___ (Consultants only)

Competency Group/Skill Track: _Technology / Tech Arch_

Annual Reviewer or Sponsor Name: _____

Annual Reviewer or Sponsor Signature: _____

Period Covering: _Sept, 1995 - ____Aug, 1996

1. **Client Service (Client Project & New Business Development; promotion and proposal):**

General Electric Corp., Financial Foundations Course, 6/95 - 11/96
The project was to develop a multimedia business simulation training application to teach the fundamentals of financial accounting to the client's finance managers.

- Conceived, designed, and developed a reusable Intelligent Coaching Agent Tool to significantly reduce the cost and risk of integrating feedback functionality into training and IPS applications. Uses rule-based approach to analyze student's work and compose feedback with sub-second response time. Currently being reused on second semester development effort and proposed for reuse at ACE (Andersen Consulting Education). C++ based tool is portable to VB and Delphi development efforts.
- Designed and developed workbench for managing ICAT Knowledge. Enables instructional designers to implement analysis and feedback behavior without assistance from developers. Workbench automatically generates documentation.
- Designed and developed regression testing and debugging architecture for ICAT Knowledge.
- Responsible for identifying and resolving issues related to international distribution.
- Participated in laptop benchmarking and selection.

General Electric Corp., Financial Analysis for Operations Course, 10/96
The project is the second semester of training for the GE's finance managers.
- Jump started instructional design team for use of new ICAT workbench.
- Participated in design of simulation engine and integration with ICAT.

3. Knowledge sharing (reuse, creation & internal transfer):

GE FFC Knowledge Packaging, 4/96 - 7/96
- Led technical architecture packaging effort for GE FFC engagement. Artifacts included documentation, architecture components, reusable code fragments, media management tools, Intelligent Coaching Agent Tool.
- Architecture currently being reused on 2nd semester of FMP course and is available on Knowledge Exchange for other engagements.

ICAT Workbench Enhancement Effort, 4/96 - 11/96
- Designed and led development effort of improved workbench for ICAT. New workbench based on Visual C++ and Microsoft Foundation Classes allows instructional designers to configure feedback and rule behavior in intuitive drag-and-drop interface. Visual representation of knowledge speeds development and makes ICAT easier for new users to learn.
- Designed and developed knowledge-oriented C++ class framework that can be reused on other knowledge engines and editors (e.g. P&C Claims GMO).
- Visited ACE to introduce ICAT tools and explore opportunities for reuse on AC internal training development.

The effort is to develop knowledge capital and solution delivery capability in the area of property and casualty insurance claims processing. It leverages our engagement experience with Profiling in the insurance underwriting domain. GMO is to include data analysis/data mining capabilities, decision automation, decision performance tracking, workflow, and DS/EIS capabilities. Specific deliverables include: Scope Document, Conceptual Design, Workplan, Application Simulation, Profiling Methodology, other presentation, marketing, and training materials.

- Contributed to all deliverables.
- Responsible for conceptual design of Decisioning Engine and Profile Maintenance Workbench. Also responsible for related sections of Scope Document and Workplan.
- Designed domain-generic approach to Profiling that will significantly reduce the cost and risk of applying Profiling to new domains and will allow us to grow our market more rapidly. Tools will be reusable outside of insurance domain and will make it feasible to automate even trivial decision making. Also makes it possible for Andersen to amass profile knowledge capital across industry markets.
- Leading effort to develop methodology related to generic Profiling approach.
- Contributed plan to reuse knowledge-oriented class framework from ICAT to reduce cost of Decisioning Engine and Profile Maintenance Workbench.

Knowledge Worker Tools
- Developed proposal to integrate tools created on several projects to enhance the firm's solution delivery capability in the area of knowledge worker oriented applications (ie Business Simulation Training, Performance Support, Decision Support, Decision Automation).

Participate regularly in KX discussion databases.

Contributed to SCA and Technology Library databases.

Presented at Business Simulation Workshop in St. Charles.

4. List any skills or vendor/product knowledge you have developed this year:

   Microsoft Visual C++
   Microsoft Foundation Classes
   New Standards (fuzzy reasoning vendor)
   Object FX (geographic mapping vendor)

5. Other activities, i.e. task forces, recruiting, etc.